

**ILLINOIS COMMERCE COMMISSION****Office of General Counsel**

October 16, 2002

VIA OVERNIGHT DELIVERY

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

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Re: Telecommunications Relay Services, CC Docket No. 98-67
DA 02-1293

Dear Secretary Dortch:

Attached for filing please find the Illinois Commerce Commission's ("ICC") annual consumer complaint log summary for the 12-month period of June 1, 2001, through May 31, 2002. On May 31, 2002, the Commission released a Public Notice¹ reminding states and telecommunications relay service ("TRS") providers to submit TRS consumer complaint log summaries for that period by July 1, 2002. Due to administrative oversight, the ICC has not yet filed. It seeks now to update the record. The attached log shows that there were **five** complaints made during the identified period.

Thank you for your attention to this matter. Please contact me at (312) 814-3706 or the ICC's current Staff Liaison Carolyn Berning at (217) 524-5050 if you have any questions.

Sincerely,

Myra Karegianes
John P. Kelliher
Christine F. Ericson

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Special Assistant Attorneys General
Illinois Commerce Commission

cc: Erica Myers

¹ Public Notice, *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-61, DA 02-1293 (May 31, 2002).

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Customer Complaint Log

The following is a list of complaints concerning the Illinois Relay Center as filed with the Consumer Services Division of the Illinois Commerce Commission

Relay Complaints - June 2001 through May 2002			
Date	Complaint	Resolution	Closed
6/8/2001	Can't access 7-1-1	McLeod programmed switch to dial 711	6/14/200
7/3/2001	Can't make collect TTY to TTY calls through TRS & takes long time to be transferred to Sprint OSD	Explained that TTY to TTY calls cannot be made through TRS. Provided 800# for Sprint OSD and advised of higher rate by using Sprint OSD.	7/3/200
Jnknown	Can't access 7-1-1	Teleco checked her line and could reach 7-1-1. Education will be provided to consumer on dialing 7-1-1.	8/22/200
3/7/2001	STS Outreach	Provided Information	8/29/200
1/2/2002	Was put on hold and the CA didn't respond for a very long time. Didn't know what was happening. Wanted to be connected to supervisor; that was difficult also.	The appropriate protocol was discussed with the CA.	1/14/200

DOCKET NO. 98-67

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